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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/798,629 Group Art Unit: 2617
Filing Date: March 11, 2004 Examiner: Congvan TRAN
Applicant: Douglas Harold ROLLENDER
Title: METHOD OF ASSOCIATING DATA WITH A CALL TO A
CALL CENTER
Attorney Docket: 29250-002319/US

Customer Service Window
Randolph Building
401 Dulany Street
Alexandria, VA 22314
Mail Stop Amendment

May 20, 2009


AMENDMENT

Sir:

In response to the Office Action dated February 27, 2009, the following amendments and remarks are respectfully submitted in connection with the above-identified application.

Amendments to the Claims begin on page 2 of this Amendment.

Remarks begin on page 8 of this Amendment.

|  | Claims remaining after Amendment | | Highest number previously paid for | | Present extra |
|---|-------------------------------------|---|---------------------------------------|---|------------------|
| Total | 20 | - | 27 | = | 0 |
| Independent | 5 | - | 5 | = | 0 |